GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2922
ANSWERED ON:15.03.2016
Consumer Movement
Dhotre Shri Sanjay Shamrao;Fatepara Shri Devajibhai Govindbhai

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has launched consumer movement to protect the interests of the consumers and ensure speedy redressal of their grievances in the country;
(b) if so, the details thereof along with the number of consumers benefitted from this movement across the country during each of the last three years and the current year, State/UT-wise;
(c) whether the Government has set up Consumer Welfare Fund to strengthen the consumer movement in the country, if so, the details thereof along with achievements made from the said fund so far;
(d) the details of the funds provided to States/UTs for strengthening the consumer movement along with its utilisation during each of the last three years and the current year, State/UT-wise; and
(e) the other steps taken by the Government to protect the interests of the consumers?

Answer

THE MINISTER FOR
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b) : Yes, Madam. The enactment of the Consumer Protection Act, 1986 had set in motion a veritable consumer movement in the country. Consumers have been able to redress their grievances/ complaints against any defect in goods purchased or deficiencies in any services availed including any unfair/restrictive trade practices adopted, through specialized quasi-judicial agencies, commonly known as 'consumer Fora', that have been established at the District level (District Forum), State level (State Commission) and National level (National Commission). These consumer fora have been mandated by the law to render simple, inexpensive and speedy adjudication of consumer complaints. The cases filed and disposed of by the Consumer For a in the last three years 2013, 2014 and 2015 are at Annexure-I.

(c) & (d) : The Consumer Welfare Fund was created in 1992 with the objective of providing financial assistance to promote and protect the welfare of the consumers, create consumer awareness and strengthen consumer movement in the country. Financial assistance is provided to Voluntary Consumer Organisations/Institutions for undertaking consumer advocacy/awareness, State Govt. /UTs for setting up State Consumer Welfare Fund. The details of funds provided to States/UTs for strengthening the consumer movement during each of the last three years and the current year, State/UT-wise is at Annexure-II.

(e) : To protect the interests of the consumers, the Govt. has launched the "Jago Grahak Jago" campaign through electronic and print media for consumer awareness and joint awareness campaigns on consumer rights and responsibilities in key sectors − Health, Food, Financial Services and other Departments for greater consumer awareness., set up a National Consumer Helpline and provided financial support to the State Governments to set up State Consumer Helplines in regional languages. Five Grahak Suvidha Kendras has been set up on pilot basis, which will provide a host of consumer support services.

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